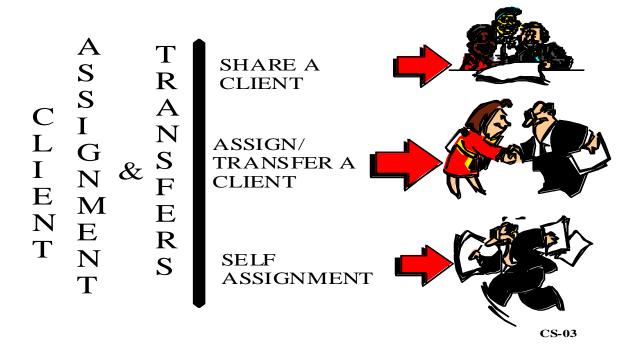
# **CLIENT SETUP**

Assignments & Transfers
Security and Access
Client Setup
Client Details
Building Client History



# ➤ You are going to really **love CAPS**

- No more misplaced client information
- No more falling apart cases
- No more full file cabinets
- Instant search capabilities of a client's past involvement
- You type client information only once into the system
- The vast amount of information at your fingertips
- Automatically generated forms, reports and letters
- Ease of client transferring
- Early warnings of critical deadlines
- On line approval process



- You can make assignments and complete transfers on one screen
- ➤ Assignment/transfer processes in CAPS
  - Assign a person to become a client
  - Re-assign a closed client
  - Supervisors can assign clients
  - Make a permanent transfer of a client, facility or report
  - Share access of a client to multiple users
  - Grant temporary read only access



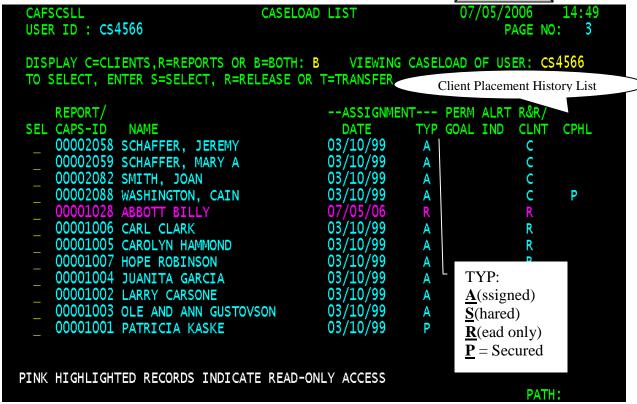
- The process of assigning a person to a worker makes the person a client.
- > This screen can be used to:
  - Assign a person to a worker
  - Assign a client to a worker
  - Re-assign a closed client to a worker
  - Supervisor can assign a client to a worker
  - A worker can assign closed clients to their own caseload
  - A worker can share or grant temporary read only access for an entity.
- ➤ The F10 key allows you to select other persons from RELL (Relationship List) screen so multiple persons can be assigned to a worker at one time
- The system will not allow the worker to TRANSFER a client if
  - The client has any services that have any PENDING approval status

- The client has any payments that are in UNAPPROVED, INCOMPLETE or MAILED status. Contact Central Office if the system stops you from transferring due to payment details, as they can take care of these for you
- ➤ It is VERY IMPORTANT that if a transfer is taking place between agencies (i.e., DPHHS to DOC) that the transfer is done promptly. This does affect funding source information for the new worker if not done immediately.
- ➤ When a transfer occurs, an event record is created and stored in the system
- ➤ ASSIGNMENT This grants permanent access to the worker assigned. Requires:
  - Entity Type
  - **Processing field** = ID number (CAPS ID, if assigning individual to yourself)
  - **Function** = A
  - **To User** = (c number)
  - Client Effective Date
  - Private Adoption indicator
- ➤ TRANSFER This grants permanent/or temporary access to another worker for a client, facility or report. CAPS defaults the Client Effective Date to the current system date. Requires:
  - Entity Type
  - **Processing field** = ID number
  - **Function** = T
  - **To User** = (other worker's c number)
- ➤ SHARED ACCESS This grants shared permanent/temporary write access of a client to multiple users at one time. CAPS defaults the Client Effective Date to the current system date. Requires:
  - Entity Type
  - **Processing field** = ID number
  - Function = S
  - **Courtesy Supervised** = Y/N (only for sharing of **clients**)
  - **To User** = (other worker's c number)
  - **Type** = T (temporary) or P (permanent). If T, **End Date** is also required.

**Note:** To terminate shared access, a Release is performed by entering an 'R' on the CSLL (Caseload List) screen of the worker who with shared access.

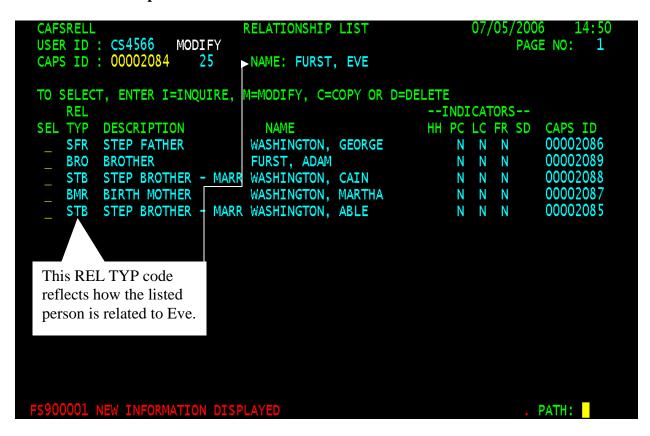
- ➤ READ ONLY This grants temporary read only access with an expiration date no greater than five days. CAPS defaults the Client Effective Date to the current system date. If the End Date and Type fields are left blank, CAPS defaults the End Date to 5 days past current date, and the Type of T (Temporary).
  - Entity Type
  - **Processing field** = ID number
  - **Function** = R
  - **To User** = (other worker's c number)





- > The Caseload List screen is used to select an open or closed client, a referral or a provider to work on or to transfer authority to another worker
- $\triangleright$  CSLL defaults to display  $\underline{B}$ (oth) clients and reports for your caseload. You can update to display only clients or only reports, and you can also update the CASELOAD to view the caseload of another worker in your county (as long as you have the same supervisor).
- ➤ When a record is selected with an S, the client, provider or report is activated (loaded into the global record)
  - When ENTER is pressed, CLID, FACD or RRD1 will be displayed depending on if the selection is a client, a provider or a report
  - Any screen accessed after this selection will contain data on the selected client, provider or report
- ➤ If the user chooses the option to transfer a client by selecting with a T, the AXED (Assignment Detail) screen will be displayed
  - Multiple transfers or the transfer of an entire caseload is accomplished by selection of each client with the option (T)
  - The user will then cycle through the transfer screen for each selected client, provider or report to enter the new worker number for transfer

# **RELL - Relationship List**



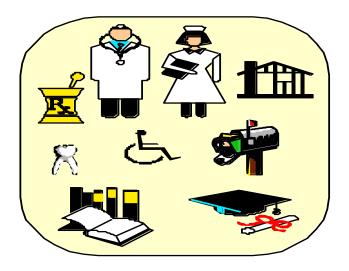
- This screen will display a list of other persons in the system that are associated with a specific person and describe their relationship to that person
- A person must have a CAPS ID in order to form a relationship with a primary person
- You can INQUIRE, MODIFY, COPY or DELETE relationship information
  - The primary person in the relationship is the person to whom all other persons are being associated
  - You can "C" (COPY) certain details to be associated with multiple people
- ➤ To ADD a person you would use the F11 function and add on the RELD (Relationship Detail) screen
  - If you do not know the CAPS ID for a person you want to ADD then you will have to do a person search
- ➤ SD (Secured Description): If a person's relationship is perpetrator, then a relationship of perpetrator would be indicated in the secured description on RELD
  - CAPS then creates the reverse relationship (RVS) for the victim to the perpetrator

# **RELD - Relationship Detail**

```
CAFSRELD
                              RELATIONSHIP DETAIL
                                                           07/05/2006
 USER ID: CS4566
                   MODIFY
 CAPS ID : 00002084
                             NAME: FURST, EVE
 PRIMARY PERSON CAPS ID : 00002084 NAME : FURST, EVE
                                   ADDRESS: 1045 N MONTANA AVE
                                                               MT 59601 - 3575
                                            HELENA
 PERSON ASSOC W/PRIMARY: 00002087 NAME : WASHINGTON, MARTHA
HOUSEHOLD IND (O/S)
                       : 0
                                  ADDRESS:
 PHYSICAL CUSTODY
                        : N
LEGAL CUSTODY
 FINANCIALLY RESPONSIBLE: Y
 RELATIONSHIP TYPE
                        : BMR BIRTH MOTHER
SECURED DESCRIPTION
 COMMENTS:
 COMMENTS REGARDING THE RELATIONSHIP MAY BE ENTERED HERE
SHFT+F12=FILL
                                                                     PATH:
```

- > This screen is used to DISPLAY, MODIFY or ADD detail relationship information for a person who is related to a primary person
- ➤ Household Ind (O/S): Enter O if the person you are adding (Martha) resides in the same house as the primary person (Eve in this example).
- ➤ Physical Custody: Enter Y if Martha has physical custody of Eve
- Legal Custody: Enter Y if Martha has legal custody of Eve
- Financially Responsible: Enter Y if Martha is financially responsible for Eve
- > The secured description field is only accessible to a worker with the appropriate security
  - This information can describe the relationship to a person, such as victim, perpetrator or possibly both
- After updating RELD and pressing Enter, additional relationships can be added to the primary by pressing the F11 key

# **CLIENT HISTORY SETUP**



**CS-04** 

- ➤ After a person has been assigned a CAPS ID or found to already have a CAPS ID, detailed information can be entered in the system
- ➤ After assignment the worker can ADD, MODIFY or DELETE a client's information
  - You can enter new or update existing information
    - Address information
    - Client Detail information
    - > Indian Child Welfare information
    - > Special Needs information
    - **Educational information**
    - Medical information
    - ➤ Relationships/Families information
    - > Financial/Employment information

## **ADDL -Address List**

```
CAFSADDL
                               ADDRESS LIST
                                                           07/05/2006
                                                                         14:57
USER ID: CS4566
                                                                          1
                                                               PAGE NO:
                      25
CAPS ID : 00002084
                             NAME: FURST, EVE
TO SELECT, ENTER I=INQUIRE, M=MODIFY OR D=DELETE
     START
              ACT TYP ADDRESS
                                                                       DIR
SEL DATE
                                              CITY
                                                                  ST
                     1045 N MONTANA AVE
    12/20/97
                   Р
                                             HELENA
                                                                  МΤ
    12/20/97
                   R
                     1010 FRANK ST
                                             HELENA
                                                                  ΜT
    12/20/97
               N
                     PO BOX 7616
                                             MISSOULA
                                                                  ΜT
    12/20/97
                   Р
                     50 S LAST CHANCE GULC HELENA
               N
                                                                  ΜТ
    12/20/97
               N
                   P 3075 N MONTANA AVE
                                             HELENA
                                                                  МΤ
                                                                    PATH:
```

- ➤ The Address List screen is used to display a history of addresses associated to a person in the CAPS system
  - The most recent record is displayed at the top of the list
  - The person may have only one open MAILING address, only one open RESIDENCE address but you may have multiple ALTERNATE addresses at a time
- ➤ An address is not pulled from RRD1; that address is connected to the report, not to a person
- ➤ On this screen you can INQUIRE, MODIFY or DELETE an address

#### **ADDD - Address Detail**

```
CAFSADDD
                               ADDRESS DETAIL
                                                            07/05/2006
USER ID : CS4566
                   MODIFY
CAPS ID : 00002084
                      25
                             NAME: FURST, EVE
                       LAST UPDT: 07/05/2006 BY: CS4566
                                                           REYNOLDS, MARY
                     RESIDENCE (PHYSICAL)
ADDRESS TYPE
                SLF SELF
WHOSE ADDRESS:
                                           Zip tip: Enter 9's if you
ADDRESS LINE1 : 1010 FRANK ST
                                           do not know a Montana
        LINE2:
             : HELENA
CITY
                                           city's zip code
                     ZIP CODE : 59601
STATE
             : MT
FOREIGN ADDR :
                                         CANADIAN PROV:
COUNTRY
             : 25 LEWIS & CLARK
COUNTY
TELEPHONE
             : 12/20/1997
START DATE
                             END DATE : 99/99/9999
             : APARTMENT BUILDING LOCATED BEHIND DIAMOND CONSTRUCTION
DIRECTIONS
                                                                     PATH:
```

- ➤ The Address Detail screen is used to DISPLAY, MODIFY and ADD information about a person's address
  - Address types are Alternate, Mailing, Placement, Residence, Warrant (payment address); Law Enforcement and CCUBS (Child Care) address types are automatically created by CAPS and cannot be manually entered
- ➤ Using the F10 function key you may associate this address with other persons on RELL (Relationship List)
- To ADD a new address, enter the TYPE and known data
  - START DATE is required; if no END DATE is entered, CAPS will input 99/99/9999 indicating that the address is still open
- ➤ When an address changes or is no longer valid, enter the corresponding end date (before entering the new address if a new address is known)
  - The closed record will continue to be stored as historical information
- The DIRECTIONS line may be used for directions, hazards or dangerous situations
- The date and name of the worker that last updated the screen will display

### **CLID - Client Detail**

```
CAFSCLID
                                CLIENT DETAIL
                                                             04/07/2010
                                                                           10:57
USER ID : CS4566
                   MODIFY
                              NAME: COLBERT, DAWNNA
CAPS ID : 00002112
                      25
ADDRESS LINE1 : 204 POWELL
                                         OPEN FOR SERVICE (Y/N) : Y
ADDRESS LINE2 :
                                                 EFFECTIVE DATE: 01/02/1998
                                                                                  Check the
                                                   CLOSURE DATE : 99/99/9999
CITY
              : HELENA
                                                                                  CLNT
STATE/ ZIP
              : MT 59624 - 0778
                                         CLNT CATEGORY : CH
                                                             CHILD
                                                                                  CATEGORY
    TELEPHONE : 406 442-3469
                                         FINANCIAL CNTY: 25
                                                            LEWIS & CLARK
                                                                                  field to
                                         PLACEMENT TYPE: OUT OF HOME CARE
WHOSE ADDRESS: PLP PLACEMENT PROVID
                                                                                  quickly
                                                                                  discern if
                                                                                  CLID's been
HEIGHT
                      WEIGHT: 105
                                         EMERGENCY CONTACT PHONE: 406 443-6500
           : 4 8
                                                                                  completed.
HAIR
           : BRN BROWN
                                          NAME: MARY REYNOLDS (AUNT)
EYES
           : HZL HAZEL
                                         BIRTHMOTHER MARRIED AT TIME OF BIRTH:
BIRTH DATE : 08/10/1998
                         AGE :
                                         PREVIOUSLY ADOPTED : N
                                                                   AGE:
ETHNICITY
                                         PREGNANT - DUE DATE:
HSPNC ORGN : N
                                         SPECIAL NEEDS : Y NUMBER SIBLINGS:
RELIGION
           : LUT
                  LUTHERAN
                                         SSN: 158-80-9866
CITIZENSHIP: US
                  U.S. CITIZEN
                                                  EXPECT TO GRAD. BY AGE 19:
SCHOOL NAME: FOUR GEORGIANS ELEM
CONTACT NAME : GEORGE GLOBE
                         DATE ENTERED 08/31/04 - LEFT 99/99/99
PHONE: 406 443-9510
                                                                     GRADE : K
                                                                      PATH:
```

- > This screen is used to capture and display detailed demographic information about a specific client
- > CLID must be completed before placements or services can be entered in CAPS
- The EFFECTIVE DATE reflects the earliest date that may be used for dates such as ones associated with placements and services
- Required fields on this screen are:
  - > Birth date
  - > Ethnicity
  - ➤ Hispanic Origin
  - Client Category
  - Financial County
  - ➤ Birthmother Married at Time of Birth (if Client Category is "CH" child)
  - ➤ Previously Adopted (if Client Category is "CH" child)
- ➤ You can also enter EMERGENCY CONTANT PHONE & NAME
- ➤ If the ETHNICITY code is American Indian (AI) or Alaskan Native (AN) the system will automatically take you to the ICWD (Indian Child Welfare Detail) screen

#### ICWD - Indian Child Welfare Detail

```
CAFSICWD
                              ICWA DETAIL
                                                           07/05/2006
USER ID : CS4566
                  MODIFY
CAPS ID : 00002084
                      25
                             NAME: FURST, EVE
TO SELECT, ENTER A=ADD, M=MODIFY OR D=DELETE
     TRIB
                               TRIBAL
                                         ENROLLMENT
                                                                   TRIBAL
SEL
    CODE TRIBE NAME
                               STATUS
                                           NUMBER
                                                        VERIF.SENT JURISD
                                       CC-101984
      CC CHIPPEWA CREE
                                                                     DEN
LEGAL DOMICILE : ND
                               NOTIFY MOTHER: Y
                                      FATHER: Y
COMMENTS:
                                                                    PATH:
```

- This screen is used to display and input detailed data on a specific American Indian or Alaskan Native person
- You will automatically come to this screen from the CLID (Client Detail) screen when you enter an American Indian or Alaskan Native ETHNIC CODE
- This is a REQUIRED screen and it must be completed within 30 days. An alert will be generated to the worker if this screen is not updated after 30 days.
  - 1. Worker fills in the TRIB CODE, ENROLLMENT NUMBER (if known), LEGAL DOMICILE, & NOTIFY MOTHER, NOTIFY FATHER fields
  - 2. Worker runs the D200 (Request for Verification of Status) in DocGen; CAPS populates the VERIF SENT field with the date. Note: In some offices, the County Attorney sends out request for verification letters to Tribes not CPS worker. The CA provides a copy of the letter for the person's file/Doc Gen, and the CPS worker enters the date of correspondence in the Comments. Remember, there is also a DocGen for Notification of Judicial Proceedings (D105). Completed documents are saved as a note in the Doc Gen system.
  - 3. Worker gets word back from the tribe(s) and if an enrollment number is provided, they add it. A TRIBAL STATUS code and TRIBAL JURISD code can be entered. If the tribe indicates they are not affiliated or enrollable, the information is reflected in the comment section: Not enrollable. See correspondence dated xx/xx/xx.

# **CLIENT DETAIL HISTORY**



- Detailed client information can be ADDED, MODIFIED or DELETED from the system
  - Special needs information
  - Education information
  - Medical information
  - Critical medical exam/diagnoses information
  - Prescription medication information
  - Employment information
  - Financial/resource information

# **SPND - Special Needs Detail**

```
SPECIAL NEEDS DETAIL
                                                            07/05/2006
                                                                          15:03
USER ID: CS4566
                   MODIFY
                             NAME: FURST, EVE
CAPS ID: 00002084
                                                                         CLINIC
                                                                         DIAG &
TO SELECT, ENTER A=ADD, M=MODIFY OR D=DELETE
                                                                         DOCMT?
SEL CD
        DESCRIPTION
                                    SUB DESCRIPTION
    EMD EMOTIONALLY DISTURBED
                                    ATT ATTACHMENT DISORDER
    HAN HISTORY OF ABUSE/NEGLECT
                                    PHA HISTORY OF PHYSICAL ABUSE
    HAN HISTORY OF ABUSE/NEGLECT
                                    PHN HISTORY OF PHYSICAL NEGLECT
    SUB SUBSTANCE ABUSE
                                    PUA PARENTAL USE OF ALCOHOL
    SUB SUBSTANCE ABUSE
                                    PUD PARENTAL USE OF DRUGS
                                                                           Y
    VHI VISUALLY OR HEARING IMPAI
                                    HEA HEARING IMPAIRED
                                                                     PATH:
```

- > This screen is used to identify a specific client's special needs and disabilities for service and placement matching
- You can enter a generic special needs code (in the left CD column) and then select a sub-code (in the right SUB column) to provide more specific information regarding that special need
- For certain special needs codes, you must also identify if the special need has been clinically diagnosed and documented. These special needs cannot be added to the screen until this flag can be answered with a "Y" (yes)
- You can ADD, MODIFY or DELETE special needs by placing the appropriate selection on the select line

# **EDHL - Educational History**

```
EDUCATION HISTORY
                                                           02/08/2010
                                                                         10:19
CAFSEDHL
                                                           PAGE NO: 001
USER ID : CS4566
                   MODIFY
CAPS ID : 00002084
                      25
                             NAME: FURST, EVE
TO SELECT, ENTER A=ADD, M=MODIFY OR D=DELETE
SEL----SCHOOL NAME---
                         ------PHONE NUMBER-----CONTACT NAME--
----SPED--GRADE---ENTERED DATE--EXIT DATE---CMPL---REQUEST DATE--PROVD DATE--
                                  406 449-1234 CALLIE SCHMIDT
 HELENA CAPITAL HIGH SCHOOL
                                        3-1100 DANIEL WEBSTER
  CR ANDERSON MIDDLE SCHOOL
                    08/27/2008
      ΙE
                                 05/30/2009
                                                                    PATH:
```

- ➤ This screen is used to DISPLAY, MODIFY or ADD school history information pertaining to a specific client
- Existing school history may be MODIFIED or DELETED by selecting the appropriate record
- Education records will be displayed in reverse chronological order (most recent first)
- ➤ The most current education record will also display at the bottom of the CLID (Client Detail) screen
- You can run the "Request for Education Records" docgen (D210)
- ➤ IE or 54 can be entered in the SPED (Special Education) field to indicate if the client participates in a special education program
- A complete flag of "Y" or "N" can be entered to indicate if the client completed each grade
- ➤ Update EDHL at the end of the school year on your clients by end dating the existing entry and updating the CMPL flag

# **MEDS - Medical Summary**

```
CAFSMEDS
                               MEDICAL SUMMARY
                                                             11/26/2007
USER ID : CS4566
                    MODIFY
                       25
                              NAME: FURST, EVE
CAPS ID : 00002084
HEIGHT: 5 4
                 WEIGHT: 120
                                        DISTINGUISHING FEATURES : Y
               BROWN
                                        MEDICAL/MENTAL DETAIL
        BLU
               BLUE
                                        PRESCRIPTION MEDICATION (MDTD) : N
BLOOD TYPE: B+
                  ALLERGIES: N
                                        MRM : N
                                                   MEDICAL CASE MGMT : N
PREGNANT - DUE :
                                                                                 Related to
PRIMARY PHYSICIAN: MARY REYNOLDS
                                                                                 the D210
DATE OF LAST EPSDT SCREEN
                                                                                 Doc Gen
IMMUNIZATION RECORD REQUESTED:
                                                  PROVIDED:
HEALTH INFORMATION REQUESTED
                                                 PROVIDED :
HEALTH CARE COVERAGE: 973
                               AMERICAN TRAVELERS LIFE
POLICY NUMBER
                                         GROUP CERTIFICATION #: 12345678901
POLICY HOLDER CAPS-ID: 00002086
                                        POLICY HOLDER SSN: 001-01-0001
          NAME (L,F,M): WASHINGTON
                                              GEORGE
ISSUED DATE: 01/01/2007
                            END DATE: 12/31/2007
                                                      VERIFIED DATE: 03/10/2007
SHFT+F10=ADD ADDITIONAL INSURANCE
                                                                      PATH:
```

- This screen is used to record/display a summary of a client's medical status and personal medical data with attention to conditions requiring special consideration by the worker
- ➤ If the ALLERGIES or DISTINGUISHING FEATURES field is modified/indicated with a "Y" (yes) the worker should attach/ read text in Doc Gen
- > Press SHIFT+F10 to clear the bottom portion of the screen (health care coverage) in order to add additional insurance information
  - Health care coverage information will automatically default into the Child Support Enforcement Referral and the Foster Care Medicaid/IVE Application screens

## **MMHD-Medical/Mental Health Detail**

```
MEDICAL/MENTAL HEALTH DETAIL
CAFSMMHD
USER ID : CS4566
                           MODIFY
                                                                                              PAGE NO: 001
CAPS ID : 00002084
                                25
                                          NAME: FURST, EVE
TO SELECT, ENTER A=ADD, M=MODIFY, S=SELECT OR D=DELETE
            DESCRIPTION

EPSDT (WELL-CHILD EXAM)

MEDICAL EXAM: GENERAL OFFICE VIS

DEVELOPMENTAL ASSESSMENT

DATE

07/05/2006 MARY REYNOLDS

05/15/2005 MARY REYNOLDS

05/10/2005 LORI KECK
SEL CODE DESCRIPTION
                                                                            DOCTOR/THERAPIST
                                                                                                           RX/TX
      EPS
                                                                                                               Υ
                                                                                                  PATH:
```

- This screen is used to record and display all medical and mental health contacts, procedures and diagnosis for a specific client
- ➤ This information is pulled for Foster Care Reviews
- ➤ You can ADD, MODIFY, SELECT or DELETE from this screen
- ➤ Indicating "Y" in the RX/TX field will automatically take the worker to MDTD (Medication/Treatment Detail) screen and link medication and/or treatment to these exams and evaluations

# **MDTD** – **Medication/Treatment Detail**

- ➤ The Medication/Treatment Detail screen captures medications/treatments that have been prescribed by a physician for a specific client
- You can ADD, MODIFY or DELETE on this screen by selecting an item

# **EMPL** - **Employment History**

```
EMPLOYMENT HISTORY
                                                            07/05/2006
CAFSEMPL
USER ID: CS4566
                                                                   PAGE NO:
                   MODIFY
                                                                              1
CAPS ID: 00002086
                      00
                             NAME: WASHINGTON, GEORGE
TO SELECT, A=ADD, M=MODIFY OR D=DELETE
   PROVIDER NUMBER :
   NAME : BINFORD INC
                                                         PHONE: 406 555-6666
   ADDR1: 1541 MAIN
                                                    START DATE: 01/01/2006
                                                      END DATE: 99/99/9999
   ADDR2:
                                               ZIP CODE: 59601 -
   CITY: HELENA
                                   STATE: MT
     OCC: SALES MANAGER
  INCOME: 2500.00
                                 STATUS: FT FULL-TIME
  HOURS PER MONTH:
   PROVIDER NUMBER:
   NAME:
                                                         PHONE:
   ADDR1:
                                                    START DATE:
   ADDR2:
                                                      END DATE:
                                   STATE:
                                               ZIP CODE:
     OCC:
  INCOME:
                                 STATUS:
  HOURS PER MONTH:
                                                                      PATH:
```

- ➤ This screen is used to record and display information about a person's employment and interfaces to Child Support when appropriate
- ➤ You can ADD, MODIFY or DELETE employment information on this screen
- ➤ Enter the name of the EMPLOYER, START and END DATES (if applicable) of employment, ADDRESS, OCCUPATION and SALARY information for each job
  - Use monthly salary (before deductions) for income
- ➤ If a person is associated with a provider in CAPS, that information will display if it has been entered on PRPL (Provider Person List)
- Employment records are displayed in reverse chronological order (most current first)
  - The most current employment record will display at the bottom of the PERD (Person Detail) screen